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August 26, 2010

Mr. Trevor Hill  
Global Water  
c/o Roshka, DeWulf, and Patten  
400 East Van Buren Street, Suite 800  
Phoenix, Arizona 85004

Dear Mr. Hill,

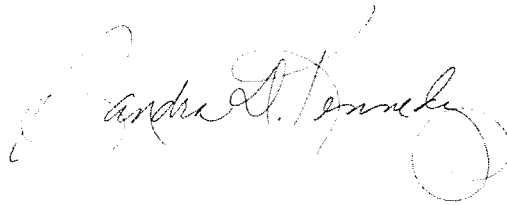
During the public comment portion of the Open Meeting on August 25, 2010, for Global Utilities, I heard comments from many customers of Santa Cruz Water, Global Utilities. These customers raised a number of issues such as disconnection of service without notice, Friday afternoon disconnections, for a minimal amount due, receiving bills late, erroneous late payment charges, billing mistakes that are not corrected and water quality. In regard to water quality several customers claimed that the water is not drinkable. After hearing these various concerns I feel a response from the Company is in order.

Specifically I would like the Company to respond to the following:

1. For the year 2010-
  - How many customers have been disconnected without notice
  - How many customers have been disconnected on a Friday
  - How many customers have been disconnected for less than a ten dollar balance
  - How many customers have received bills late
  - How many customers have had erroneous charges or other billing mistakes?
2. Regarding water quality, has the Company considered treatment options for hardness and if so, what options have been considered and what are the costs?
3. Does water quality for Santa Cruz meet all for Environmental Protection Agency and Arizona Department of Environmental Quality requirements?

I would appreciate your response to the above issues and look forward to hearing how Santa Cruz Water, Global Utilities has responded to these types of customer complaints. Please be prepared to respond to these issues during Monday's open meeting.

Sincerely,

A handwritten signature in cursive script, appearing to read "Sandra D. Kennedy". The signature is written in dark ink and is positioned above the printed name and title.

Sandra D. Kennedy  
Commissioner  
Arizona Corporation Commission